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Urban beekeeping is now one of the latest amenities at three Avanath affordable housing communities in Brooklyn, New York.

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## Building the best, together.

by Carly Stevenson, EVP of Property Management

“

Avanath has the values, capabilities, and exceptional people to make this a reality.

”

Since joining the Avanath team, my goal has been straightforward: For our team to be **the best property management operator in the markets we serve.**

Avanath has the values, capabilities, and exceptional people to make this a reality.

How will we fully realize this vision? Through a focus on advancing the Avanath team’s knowledge and skills in key areas, together.

In fact, my guiding phrase for 2023 has been **United. Our Way Forward.**

What does this mean? Well, first it’s going to take every single team member to WANT to be the best. We truly believe no one person is more or less valuable within our organization and that a person’s “will” coupled with their commitment to delivering on what we’ve defined as **Avanath’s 7 Core Proficiencies** is what will set us apart.

Our 7 Core Proficiencies live at the center of who we are. These proficiencies are:

**1. CUSTOMER SERVICE**—The backbone of who we are, the foundation of Avanath’s long-lasting relationships, and a commitment to our most valuable stakeholders, the Residents.

**2. FINANCIAL MANAGEMENT**—We take our fiduciary responsibilities to our residents, investors, and each other very seriously.

**3. ASSET PRESERVATION**—We protect our investments. We preserve our residents’ quality of life by maintaining and enhancing the physical attributes of our assets.

**4. TALENT MANAGEMENT**—Our people matter. Our recruitment focuses on targeting best-in-class team members by way of aptitude and attitude that are committed to long-term career engagement and advancement.

**5. TECHNOLOGY**—We leverage technology to operate efficiently, relieve administrative burden, streamline decision making, and deliver a personalized customer experience.

**6. LEASING AND COMPLIANCE**—Making a good first impression is vital to our resident experience. Our team members create personal connections with our customers to demonstrate the value of living in an Avanath community.

**7. MARKETING**—Avanath stands for integrity, customer service, excellence, and enriching neighborhoods. We use our marketing and brand reputation management to create and share a compelling message about the value of living in our communities.



By focusing on our 7 Core Proficiencies, we are galvanized as one business, embracing change, relying on each other, and building together, for a sustainable future.

## Brooklyn buzz: Avanath installs beehives at three communities in NYC

Urban beekeeping is one of the latest amenities at three Avanath affordable housing communities in Brooklyn, New York.



Through *Alvéole*, a professional urban beekeeping company, we have installed honeybee apiaries at 38 6th Avenue, 535 Carlton Avenue, and 7 DeKalb. The hives, which recently experienced a particularly abundant honey harvest, are part of Avanath's commitment to ESG and an ecologically sound operating strategy at our properties.

“**Avanath has a solid track record of upholding green principles that prioritize a healthy environment.**”

“Avanath has a solid track record of upholding green principles that prioritize a healthy environment,” says Daryl Carter, Chairman and CEO of Avanath. “This is why we launched *+Amplify*, our comprehensive ESG framework for environmental and social responsibility, in 2020 to guide our operations. The apiary program we have begun at our Brooklyn properties is well-aligned with this framework and provides numerous benefits to the environment, our communities, and our residents.”

Establishing apiaries in urban settings helps promote healthy honeybees, which then pollinate nearby flowers and plants, having a positive impact on the surrounding environment. The beehives at the three participating Brooklyn communities are installed on the properties' rooftops of Avanath's affordable housing communities and are managed and monitored by *Alvéole*. The organization also educates and entertains residents via a website page for each site that provides information on honeybees and regular video updates on the hives' progress.

“We have seen an increasingly strong sense of community emerge at these three Brooklyn properties since the apiaries were installed,” says Carter. “Residents are able to visit the hives or the websites and

become engaged in the bees' activities, commune with nature in a new way, and bond with their neighbors at the property through a unique shared interest. An added perk for residents is they get to enjoy honey tastings from the hives at the properties as well as receive jars of honey from the harvest.”

Avanath is also promoting its apiary program in marketing efforts that highlight the firm's devotion to ESG.

“The beehives are not only good for the planet, but also dovetail with Avanath's continually evolving robust social programs and amenities that elevate the lives of our residents,” notes Carter.



*Alvéole beekeeper with Avanath team members*

# Avanath achieves CORES certification in recognition of commitment to resident services at affordable communities

Avanath is proud to announce that we recently added to our list of industry designations by achieving certification from the Certified Organization for Resident Engagement & Services (CORES).

The certification is awarded to organizations that have developed a robust commitment, capacity, and competency in providing resident services coordination in affordable rental housing.

Delivering stellar services and social programming that benefit residents throughout its portfolio of affordable apartment communities has been a pillar of Avanath's operating strategy since its inception, says Daryl Carter, Chairman, Co-Founder, and CEO of Avanath.

"Enhancing the lifestyle of our residents through superior customer service and providing supportive amenities and services is a key objective of our investment strategy," says Carter. "Resident services are an integral part of our holistic approach. We're honored to be recognized for this by such a prestigious organization as CORES."

According to CORES, "Quality affordable housing is a foundational social determinant of health and can serve as a platform to increase access to opportunity and promote the independence and dignity of residents. In order to realize the full benefits of housing as a platform to create healthier and more equitable communities, housing and services must be connected in a way that not only provides resources to residents, but also recognizes and supports the agency of residents and gives them real voice and shared power in shaping the design, culture, and the operations of their community. A systematic and strategic approach to resident coordination is a critical tool for making such a connection."

Kaniesha Washington, Resident Services Director at Avanath, notes the CORES certification serves as proof of Avanath's commitment to providing its residents with more than just stable affordable housing. Washington will be speaking on a panel at the Annual CORES Convening, taking place October 24-25, on communicating the value of resident services to various stakeholders.

"Avanath truly goes above and beyond to exemplify our company's vision to empower our residents to Activate their agency and self-determination for achieving their desired lifestyle," says Washington. "This certification is impactful not only for our residents, who will reap the benefits from what our platform offers, but also for our investment opportunities, industry reputation, and ESG impact."



CORES certification holds significant value for Avanath. Organizations regularly leverage the certification to unlock funding and partnership opportunities, and CORES certification is one key requirement for an owner of multifamily affordable housing to qualify for Fannie Mae™ Healthy Housing Rewards—Enhanced Resident Services™, a financing incentive to help pay for resident services. The designation also helps bring together committed organizations and partners like Avanath to improve resident outcomes in a more meaningful way, and with an eye on savings for their communities.

The certification also helps Avanath set goals for improvement, deepen the impact of its resident services, and communicate this impact internally and externally. The process of evaluating and formalizing organizational processes and practices drives a deeper understanding and commitment to resident services across the company.

CORES certification is a signal that an organization has the highest level of commitment to industry best practices and serves as an external validation of the quality and systems approach to these services.

To learn more about CORES certification, visit <https://coresonline.org/certification>





# 2023 Leadership Conference recap

This summer, Avanath hosted its 2023 Leadership Conference in Costa Mesa, California. Bringing our team members from throughout the country together under one roof, this year's event was one to be remembered and cherished.

We can't wait to come together again in 2024!

3  
days

300+  
team members

1  
invaluable learning,  
growing, and  
uniting experience





## Avanath receives DE&I Honor from *Orange County Business Journal*

*Orange County Business Journal* has included Avanath in its “Embracing Diversity, Equity & Inclusion” awards for 2023. Avanath was featured in the publication’s inaugural DE&I special report on companies who are paving the way for others in Orange County, CA looking to further their inclusionary efforts and reap the benefits of a more diverse yet cohesive organization.

The award acknowledges and celebrates Avanath as an exemplary company advancing diversity in the workplace among the community and creating tangible positive impacts. According to the *Business Journal*, diversity in the workplace involves recruiting and retaining a workforce inclusive of different backgrounds, national origins, and communities.

View the full article at  
<https://rb.gy/uae4j>  
 or scan QR code



## Daryl Carter gets candid about leading in tough times

Our Founder, Chairman, and CEO Daryl Carter recently contributed his insights to *Connect CRE’s* Leading in Tough Times series, drawing upon his decades of experience in the real estate industry.

Carter discusses the importance of patience and a shared commitment to a powerful mission to the ability to lead through the inevitable obstacles of both “good” and “bad” times.

View the full article at  
<https://rb.gy/k0tlk>  
 or scan QR code

